Relay North Dakota

June 2002 - May 2003

		Jun	Jul	Aug	Sep	Oct	Nov	Dec
SERVICE COMPLAINTS								
#00	Answer Wait Time	0	0	0	0	0	0	0
#01	Dial Out Time	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	1	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	1	0	1	0	0	0
#04	Didn't Keep Customer Informed	0	1	0	0	0	0	0
#05	Agent Disconnected Caller	0	0	0	0	0	0	0
#06	Poor Spelling	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	0	0	0	0	1
#08	Poor Voice Tone	0	0	0	0	0	0	0
#09	Everything Relayed	0	2	0	0	1	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	1	0	0
#18	Problem Answer Machine	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	0	0	0	0	0
	TOTAL	**1**	**5**	**0**	**1**	**2**	**0**	**1**

		Jun	Jul	Aug	Sep	Oct	Nov	Dec
TECHNICAL COMPLAINTS								
#22	Lost Branding	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0
	TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**

		Jun	Jul	Aug	Sep	Oct	Nov	Dec
MISC COMPLAINTS								
#30	Rates	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0

#35	Other	0	0	0	0	0	0	0
	TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**

	TOTAL CONTACT	**1**	**5**	**0**	**1**	**2**	**0**	**1**

Jan	Feb	Mar	Apr	May	TOTAL	PCT.
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	9%
0	0	0	0	0	2	18%
1	0	0	0	0	2	18%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	9%
0	0	0	0	0	0	0%
0	0	0	0	0	3	27%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	9%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	9%
1	0	0	0	0	11	

0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	1	1	20%
0	0	0	0	0	0	0%
0	0	0	1	3	4	80%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	1	4	5	

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1	0	0	1	4	16